CRSC
Ambassador Conference Call
14 March 2007

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CRSC Division Chief
Army Human Resources Command

Introductions

- Welcome to Ambassadors
- Introduction of CRSC Staff
  - COL Sackett, MAJ Burrell, CW2 Wisniewski, Wendy Schmitz, Amy Schossler
  - Introduction of New Ambassador POC, Christen Wheeler
    - Last project was running an Ambassador Lead for another Army program
    - Looking forward to working with everyone!
    - E-mail with contact information sent 9 March
- Ground rules for the call
  - Place your phone on mute
  - Announce your name before you speak
  - Keep pen/paper handy to write down your question and ask it at the appropriate time
  - All questions will be answered as time permits

Events

- All hours/services are volunteer
- Events are an important part of outreach
- Find the right audience
- Suggest a claim workshop or simply set up an information table
- Encourage but do not promise approval/disapproval
  - Remember: You are not the adjudicator
- Use the claim form provided in your toolkit or ask us to send you a copy
  - You should be using the version with **V2AM** in the upper right corner
- Ambassador Networks
  - Sending a list of Ambassadors with name, city, state, e-mail, and phone number to encourage Ambassador networking and event collaboration

Events (notes from the call)

- Let us know when you are going to be doing something on behalf of CRSC
  - Event Participation and After Action Reports are available for download on the website or from the Ambassador POC
  - Events could include Retiree Appreciation Days (RADs), briefings, claim workshops, or any other time you are presenting CRSC materials
  - Use the Coded Claim form with V2AM in the top right hand corner
- Finding the right audience means focusing your outreach
  - Focus on events where you know many of the attendees will be retirees
  - Other good audiences are Veteran Service Organization, Veteran Service Officers, and Retirement Service Officers
  - Although we are working with the Army, this is a DoD wide program, so the information is the same for all services

New Claim Form

- General Notes
  - Clearer direction in how to fill out the form and submission
  - 4 pgs. vs 5 pgs.
  - Less fields to fill out
  - Organized in a more logical fashion
  - Coded Ambassador Versions
- Section I
  - Less personal information is requested
- Section II
  - Asks about length of service (awareness of eligibility is right up front)

New Claim Form (cont.)

- Section III
  - Where did you serve?
- Section IV
  - Combat Related Determination
  - VA Codes
    - Veteran may have received a copy of the codes with their initial disability rating
    - Have the veteran call 800-827-1000 and he/she will get their regional VA HQ. Supply SSN and ask for your disability code
    - Contact your state or county VA
- Section V
  - Use as a “check list” to ensure all documentation is included – speeding up the claim process
  - Don’t forget to sign it!

New Claim Form (notes from the call)

- The new form was put together with input from all services
- Submit any comments (positive or constructive) on the new form to the CRSC program office
- Comments will be reviewed when it is time for the next update
- Yes, we will continue to process the old claim forms if they are submitted, but please use the new ones going forward

TSGLI and Q&A

- Traumatic Servicemembers Group Life Insurance (TSGLI)
  - Poll participants on how many have a basic understanding of TSGLI
    - Overview included in the last Ambassador Quarterly sent 9 March
    - More information is available on www.tsgli.army.mil
- Questions: Answers to any questions sent in advance given at this time. If your question is not answered here, please e-mail or call Christen Wheeler
  - What do we do about those that are not retired or are medically retired?
    - Current Legislation: HR.303, HR.333, HR.89, S.439
    - www.thomas.loc.gov and enter the Bill number above to find the latest actions
  - How do we find missing documents?
    - CRSC has a listing of contacts that can assist you in finding missing documents. If you would like a copy, visit www.crsc.army.mil and look under “Apply for CRSC” and click “Obtain resources to assist with the claims process”

TSGLI and Q&A (notes from the call)

- TSGLI
  - TSGLI may affect Reservists and Guard who have recently been injured
  - We are currently forming an Ambassador Program for TSGLI
    - Helpful for those that have contact with Active Duty, Reserve, and Guard Soldiers
  - Please e-mail or call Christen Wheeler to let us know if you would like more information
- Q&A
  - Many people were interested in the Retro Pay letter that some CRSC recipients have received and wanted to know more about it
  - More information on Retro Pay is attached
  - Although it effects many CRSC recipients, we do not have anything to do with that process

Our Next Call

- The following will be sent out after the call:
  - Copy of this presentation with notes from the call
  - Ambassador listing with names, city, state, e-mail and phone numbers of Ambassadors world wide
  - (note from the call) Retro Pay
- Our Next Ambassador Training Call
  - 9 May 2007
  - 1400 EST
  - Suggested agenda items or questions should be submitted by 1 April 2007 to christen.wheeler@us.army.mil